

Performance Measures Fourth Judicial District

Public Service Level



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Background Information on the Public Service Level

The Courts Public Service Level (PSL) was created for the convenience of the public to increase access to the courts. It is located on the Skyway level of the Government Center in downtown Minneapolis and it serves both attorneys and pro se individuals (those who are representing themselves without attorneys).

New civil and housing cases may be filed at the PSL as well as payment of parking and traffic tickets. In addition, employees in the PSL area recommend mediation services that are available throughout the court system. Sometimes, these services are pre-filing services and result in a new case *not* being filed. For example, 76% of the people who used the pre-filing mediation program for landlord/tenant issues heard about the program from the PSL staff members.

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Customer— *Provide fair & equal treatment, access to justice*

♦ Court users rating of the service they receive on the Public Service Level

Question	Response Percent	Response Percent	Response Percent
Please rate the PSL on the following areas based on your experience today:	Excellent	Good	Fair
Knowledge	85%	13%	2%
Prompt	88%	8%	4%
Friendly	86%	11%	3%
Convenient hours	72%	24%	4%
Efficiency	84%	14%	2%
Overall experience	82%	15%	3%
Question	Response	Percent	
What was the general nature of your visit?	PSL / Criminal	45%	
	Civil Filing	43%	
	Housing	12%	

The Public Service Level conducted a customer satisfaction survey July 6 - 20, 2004. They received 148 responses.